

A young Samoan boy is shown from the chest up, shirtless, holding a large, patterned conch shell to his mouth. He is blowing into the shell. The background is a rocky, natural setting with some greenery. The text is overlaid on the left side of the image.

A Samoan young lad enjoys blowing a corn shell as a toy. A corn shell is used to communicate in the villages and is still use today to observe village curfews or call for village meetings.

Ministry of Communications and Information Technology Corporate Plan 2015 - 2018

[www . mcit . gov . ws](http://www.mcit.gov.ws)
SAMOA



Government of Samoa
**Ministry of Communications and
Information Technology**

Copyright © 2015 Ministry of Communications and Information Technology (MCIT).

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission to the MCIT, except in the case of brief quotations embodied in critical reviews and certain other non commercial uses permitted by copyright law. For permission requests, write to the MCIT, addressed “Attention: Chief Executive Officer,” at the address below.

Private Mail Bag,
Level 6,
Tui Atua Tupua Tamasese Efi Building,
Apia,
SAMOA.

www.mcit.gov.ws

MESSAGE from the MINISTER



Honorable Tuisugaletau Ali'imalemanu
Maposua Sofara Aveau at ITU
Headquarter in Geneva, 2014.

The Communication Sector continues to contribute enormously to Samoa's economy. The ongoing support from Government to establish fairer playing field and encourage competition is still being harvested today in terms of voice communications and accessibility to low-end mobile phones. However, the Government is now facing with another challenge, to increase accessibility and provide affordable Internet and multimedia services for all.

While the second submarine fiber optic cable project is currently underway with a very promising start, the national broadband project is completed with its main objective to promote the development of broadband access to the business community and more importantly to all Samoans.

Key stakeholders are eagerly waiting improved services and Government continues to focus on more affordable and accessible quality services. This means more infrastructure investment, which will lead to more accessible options and cheaper Internet costs. Furthermore, it is expected that it will naturally bring benefits such as more local content, create a technology savvy Internet society and enjoy a cyber-free culture.

The successful hosting of the United Nation Small Island Development States (UNSIDS) conference in 2014 marked a milestone for Samoa's advancement in terms of communications and IT compared to the other SIDS countries. The meeting has brought many new ideas and opportunities for Samoa especially after the UN adoption of the SAMOA Pathway 2014 planning document for all SIDS. These plans and strategies are now reflected in all government plans to societies and provide solutions in all aspects including communications and IT.

Telecommunication continues to transform societies in terms of improving productivity, which in turn improves quality of life. The MCIT Management and staff are applauded for their ongoing support to these initiatives and more importantly to its service to the people of Samoa.

God Bless,

A handwritten signature in black ink, which appears to read 'Tuisugaletau Ali'imalemanu'.

Honorable Tuisugaletau Ali'imalemanu Maposua Sofara Aveau
MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

TABLE OF CONTENT

MESSAGE from the MINISTER	4
TABLE OF CONTENT	5
WORD from the CHIEF EXECUTIVE OFFICER.....	6
LEGAL BASIS.....	7
MCIT'S VALUES	8
ORGANISATION STRUCTURE	9
FUNCTIONS.....	11
ASSUMPTIONS	12
OPERATIONAL WORKFLOW.....	12
VISION.....	13
MISSION.....	13
GOALS	14
IMPLEMENTATION.....	15
MATRIX.....	15
Review Report - Corporate Plan 2011- 2014	27
4 POLICY DEVELOPMENT DIVISION	31
5 ICT SECRETARIAT DIVISION	37
6 NATIONAL RADIO 2AP.....	41
7 CORPORATE SERVICES	46

WORD from the CHIEF EXECUTIVE OFFICER



Afioga Leali'ie'e Tapua'i Tua'imalo Asamu Ah Sam at Samoa – Am Samoa Meeting in Pagopago, Am Samoa, 2011.

It is with great pleasure that I present this Corporate Plan for 2015 to 2018. This is the Ministry's first attempt to have a Corporate Plan that is in line with the sector planning approach. This method promotes the prudent management of public resources and to improve project management. We have seen the effectiveness and easygoing transformation of this approach with the other sectors hence the Ministry Corporate Plan for the next 3 years.

The Ministry has an ongoing obligation to Government and the people of Samoa to improve the Communications sector. For this reason, there are many new initiatives expected from this 3-year plan. We truly believe the Communications Sector will boost Samoa's productivity and add value to its GDP in the next 3 years. To achieve this we need to continue our leading role in the provision of sound policy advice to these developments and in turn

improve quality of life.

We acknowledge with great appreciation our development partners whom we have work in partnership to make sure all Communications services are provided at their best quality. Their assistance towards the provision of specialized expertise and capacity building programs are highly appreciated.

I sincerely hope this plan will provide everyone, especially our key stakeholders on the Ministry's priorities for the next 3 years. As we prepare ourselves to set sail on this journey we usually say in Samoan,

“Ia po uliuli lou tino, ae ia malamalama ou mata, ma ia tafe toto ou ala, o ou māmā nā” which simply translate to “good luck and all the best”.

Manuia,

A handwritten signature in black ink, appearing to read 'Afioga'.

Leali'ie'e Tapua'i Tua'imalo Asamu Ah Sam
CHIEF EXECUTIVE OFFICER

LEGAL BASIS

The Ministry was established under the Telecommunications Services Act 1999. The Ministry also derives its authority and performs responsibilities under the following legislations and Cabinet Directives:

- Post and Telecommunication Services Act 1999
- Telecommunications Act 2005
- Broadcasting Act 2010
- Postal Services Act 2010
- Public Finance Management Act 2001
- Ministerial and Departmental Arrangements Act 2003
- Public Service Act 2004
- Crimes Act 2013
- Cabinet Directives

MCIT'S VALUES

We uphold the following values in delivering our service



Integrity - We are honest.



Respect - We value others and their contributions.



Quality Service - We deliver high quality results.



Timeliness - We meet deadlines.



Fairness - We treat everyone equally.



Fitness - We promote "healthy mind is a healthy body".



Transparency/Accountability - We are committed in making our decisions in an open way.



Consultative - We value your inputs / ideas / opinions.



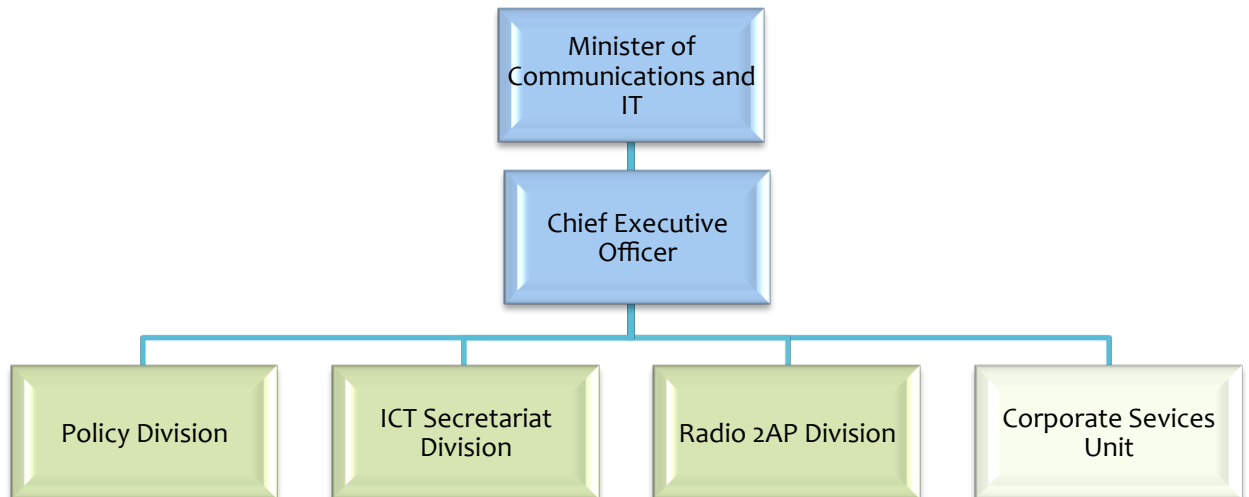
Professionalism - We strive to get things right, we are innovative and we take responsibility for our actions.



Environmental Friendly- We promote green environment with the opportunity to use excess energy efficient solution.

ORGANISATION STRUCTURE

The Ministry is divided into 4 main divisions. The Radio 2AP Division are located at the 2AP Building at Mulinu'u and the other divisions are located at the TATTE Building, Sogi.



MCIT MANAGEMENT



(L-R) Letoa Matini Fa'asino, Matimaivasa Sekuini, Leali'ie'e Tapua'i Tua'imalō Asamu Ah Sam (CEO), Manusamoa Anthony Sa'aga, Leasoiloafaleupolu Ronnie Aiolupotea

MCIT MANAGEMENT & STAFF



4th Row: Aniseto Savelio, Lilomaiaava Andrew Fa'asau, Tafai Pule, Tumua Kapeneta Sepuloni, Tulima Tuleki, Kaisara Avaioa, Sefo Sefo

3rd Row Alosio Alalatoa, Vala Dora Samoa, Rosalia Alalatoa, Leutu Mose, Luallepou Tia Auvele, Dawn Tiatia, Tutuila Farao

2nd Row: Meritiana Oti, Vivien Purcell, Zebrina Sua, Vainalepa Jr Talisau, Tafaomalifi Nile Malota, Sianini Ta'anoa, Tereise Lealii'e, Cardiff Mafulele, Corretti Uesili, Pretoria Lauina Toa

Sitting: Auliaimalae Clement Warren, Leasoiloafaleupolu Ronnie Aiolupotea, Manusamoa Anthony Sa'aga, Lealii'e Tapua'i Tua'imalo Asamu Ah Sam, Letoa Matini Fa'asino, Matimaivasa Sekuini, Va'asiliaga Iupati Laga'aia

FUNCTIONS

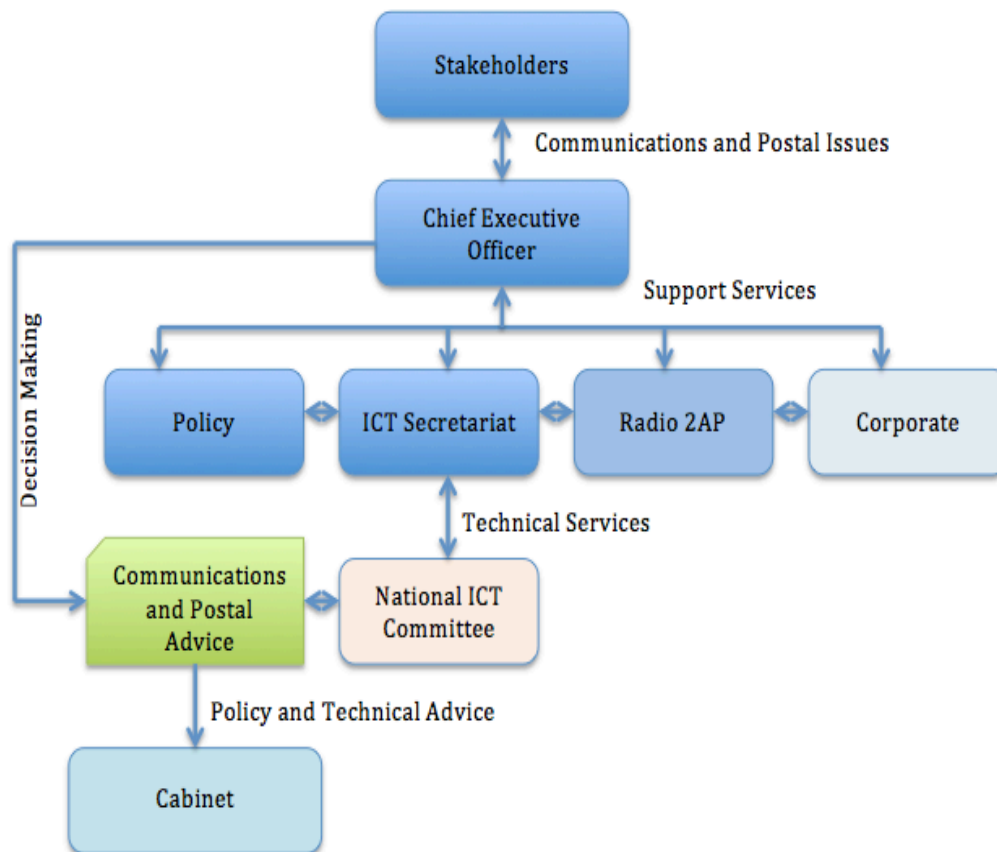
The Ministry is responsible for the following core functions under the Postal and Telecommunications Services Act 1999, Part II Ministry, 6. Functions of the Ministry

1. To provide policy advice on all matters relating to the provision of postal and telecommunications services;
2. To monitor the provision of postal and telecommunications services;
3. To encourage and promote the provision and availability of high quality and affordable postal and telecommunications services to the public;
4. To assist in the establishment of a regulatory environment which will facilitate the development of postal and telecommunications services in Samoa which are efficient, competitive, and responsive to the public;
5. To advise on the technical nature of the postal and telecommunications services available in Samoa and whether they are adequate and sufficiently advanced having regard to the services available outside Samoa, and;
6. To advise on any developments in the postal and telecommunications industry.

ASSUMPTIONS

MCIT believes that working in partnership with all its relevant stakeholders will benefit the Ministry in many ways. International Telecommunications Union (ITU) and the Asia Pacific Tele-community (APT) and other development partners remains as close international development partners of the Ministry.

OPERATIONAL WORKFLOW



VISION

“A leader in the provision of sound policy advice on communications to boost productivity”

MISSION

“To provide sound policy advice on all communication and IT services to improve quality of life for all Samoan”

GOALS

The following goals are identified to assist in the achieving the Ministry's vision.



1. To provide sound policy advice on all communications and postal development.



2. To develop and implement monitoring systems for national policy.



3. To promote availability of high quality and affordable services.



4. To establish a regulatory framework that promotes efficiency and competition.



5. To have excellent organization development programs and enhanced performance.

IMPLEMENTATION MATRIX

Goal 1: To provide sound policy advice on all communications and postal developments

Outcome 1.1: High quality advice delivered on communications and postal developments

Output	Strategies	Key Performance Indicator	Timing	Responsibilities
Identified Communications and IT Sector priorities	Finalize the Sector Plan	Sector Plan Completed	FY 2016	ICT Secretariat Division Policy Division
	Implement the Sector Plan	Progress reports on the implementation	Annually	ICT Secretariat Division
	Coordinate the implementation of the Sector Plan	Timely implementation of activities	Annually	ICT Secretariat Division
	Monitor the Sector Plan	M & E adopted and implemented	FY 2016	Policy Division
Provided sound timely and quality communications and IT policy advice provided to the Minister, Cabinet and relevant stakeholders	Review the Sector Plan	Sector Plan Mid Term Review Report	FY 2018	Policy Division
	Provide policy advice on communications and postal backed by in-depth research	Approved policy guided ministry decisions	Annually	Policy Division ICT Secretariat Division
	Provide reports and monitoring assessments on investment and national projects	Assessment reports approved	Annually	Policy Division ICT Secretariat Division
	Prepare Annual Management Plans	Annual Management Plan completed and disseminated to	Annually	CSU Policy Division Management

	stakeholders			
	Implement and monitor of Annual Management Plans	Review report completed on time and approved	Bi Annually	
	Implement and monitor the Corporate Plan	Corporate Plan review completed and approved	FY 2017	
	Prepare Annual Reports	Annual Reports completed	Annually	
Sound and quality technical advice to the National ICT Committee	Provide reports and update on technical assessment of investment and national projects.	Submitted recommendations based on data analysis Assessment reports approved	Monthly	ICT Secretariat Division
		Minutes for the National ICT Secretariat Committee Approved	Monthly	
	Research best practice on IT	IT Research report approved	Monthly	
Effective Monitoring of Communications and IT National Projects	Develop a system in place to monitor the technical capacity of all the IT requirements	System approved and implemented	FY 2016	ICT Secretariat Division
	Monitor and Review the Progress of Connectivity Project	Progress on the Connectivity Project Review report	Bi Annually	ICT Secretariat Division

approved				
Monitor and Review the National Broadband Project	Progress on National Broadband Connection Project report approved	Bi Annually		ICT Secretariat Division
Monitor and Review Community Communications and IT Projects	Progress on the Feso'otai Center project report approved	Bi Annually		ICT Secretariat Division
	Installing Satellites for Feso'otai centers report approved	Bi Annually		ICT Secretariat Division
	New 2AP production system	FY 2017		Radio 2AP Division ICT Secretariat Division
	Survey Report for a suitable location for a backup 2AP station	FY 2018		Radio 2AP Division
	Upgrade the 2AP mast equipment Report approved	Bi Annually		Radio 2AP Division

Goal 2: To develop and implement monitoring systems for national policy.

Outcome 2.1: A robust monitoring and evaluation process to monitor the progress of communication and postal industry.

Output	Strategies	Key Performance Indicator	Timing	Responsibilities
Effective monitoring of communications and postal national policy development	Develop a system and indicators to monitor and evaluate approved communications and postal policies	System and indicators approved by key internal and external stakeholders and implemented	FY 2016	Policy Division
	Review Telecommunication Policies	Telecommunications review report disseminated widely and approved	Annually	Policy Division
	Review Broadcasting Policies	Broadcasting review report approved	Annually	Policy Division
	Review Postal Policies	Postal review report approved	Annually	Policy Division

Goal 3: To encourage availability of high quality and affordable services.

Outcome 3.1: High rate of accessibility to communications (IT, Telecom and Broadcasting) and postal services

Output	Strategies	Key Performance Indicator	Timing	Responsibilities
Communications awareness and development programs	Conduct natural disaster/emergency awareness programs	Awareness programs conducted and number of victims in disaster reduced	Annually between Nov - April	Radio 2AP Division
	Participate at the Disaster Awareness Committee (DAC) meetings	DAC reports approved	Ad hoc	Radio 2AP Division Management
	Conduct trainings at the villages and schools	Increased number of community and school users at Feso'otai Centre.	Quarterly	ICT Secretariat Division Policy Division
Enhance quality of local content	Promote Radio 2AP as "The voice of the nation"	Survey results indicate that all Radio 2AP listeners recognized 2AP radio as "The voice of the nation"	Daily	Radio 2AP Division
	Develop strategies to promote Radio 2AP.	Recovering costs of operations compare to existing baseline	FY 2016	Radio 2AP Division
	Report on news items	Improved coverage of relevant national	Daily	Radio 2AP Division

and local news items			
Devise programs to incorporate social, economic development for Samoa	Number of social and economic development programs aired	Daily	Radio 2AP Division
Develop local content to share with other Samoans living aboard	Number of links to other Samoa radio overseas established.	Daily	Radio 2AP Division ICT Secretariat Division
Explore a new Content Management System (CMS) solution to establish a national portal system	Portal system established and supporting national development targets.	FY 2018	ICT Secretariat Division
Communications and IT Sector human resource development program	Conduct an assessment on training needs of the Communication and IT sector	FY 2016	Policy Division ICT Secretariat Division Radio 2AP Division
Encourage information sharing	Established a positive cyber - culture among the government, private and youth population.	Ongoing	Policy Division ICT Secretariat Division Radio 2AP Division
Develop an e-government strategy	Improve a government basic social services provision particularly	FY 2016	ICT Secretariat Division

for health, education and finance throughout Samoa.

Outcome 3.2: Affordable communications (postal, telecom and broadcasting) and IT services

Output	Strategies	Key Performance Indicator	Timing	Responsibilities
Survey on current prices of communications and IT services	Conduct survey on prices for ICT services	Public, private and other IT users satisfied with communications cost.	Annually	Policy Division ICT Secretariat Division Radio 2AP Division

Goal 4: To establish a regulatory framework to promote efficiency and competition

Outcome 4.1: An efficient and fair playing field for all service providers.

Output	Strategies	Key Performance Indicator	Timing	Responsibilities
Review of the national regulatory framework	Contribute to the review of the regulatory framework and policy function.	Improved government regulations and increased stakeholders satisfaction	FY 2017	Policy Division ICT Secretariat Division
Review and update the current communications and postal market setup	Establish a clear communication process between the policy and regulatory function Maintain and encourage quality and availability of services	A clear communication and process in place and increased a healthy competition.	FY 2016	Policy Division ICT Secretariat Division

Goal 5: To have excellent organization development programs and enhanced performance.

Outcome 5.1: Enhanced staff learning and development

Output	Strategies	Key Performance Indicator	Timing	Responsibilities
Human Resource Management and Development	Conduct a comprehensive corporate review of the organizational structure	Workforce Plan review with PSC completed and implemented in time.	FY 2017	CSU Policy Division Radio Division ICT Secretariat Division
	Conduct capability planning and identification of key strategic competency gaps	Induction Manual Plan completed and implemented. Staff Development Plan prepared and implemented.	FY 2016 FY 2016	CSU Management CSU Management
	Refine existing individual performance management and evaluation	Performance Management System (PMS) disseminated to staff and implemented.	FY 2016	CSU Policy Division Radio Division ICT Secretariat Division
Financial Management	Prepare and verify all transactions	Financial Management System updated and purchase orders approved / printed	Ongoing	CSU
	Prepare budget	Budget update	Monthly	CSU

	reports approved			
	Prepare and inventory all assets	Asset Inventory updated and completed both on the Finance One and Ministry's system	Ongoing	CSU
Records Management	Store all records using best practice policies	Systems to improve records management implemented and regularly reported.	FY 2018	CSU
IT Services Support	Improve and maintain IT Systems	Local network (TATTE Building And 2AP Building) functional 24/7 Website content regularly updated and operational. All Ministry's application and software are well maintained Internet Connectivity well maintained SNBH and Finance One Connectivity well maintained	Daily Daily Ongoing Daily	ICT Secretariat Division ICT Secretariat Division Website Working Group ICT Secretariat Division CSU ICT Secretariat Division ICT Secretariat Division
Cleaning	Maintain and clean	All buildings are well maintained	Daily	CSU

2AP Building and TATTE Office to comply with Health standards and hygiene.

maintained

Customer Services

Promote a culture that supports customer oriented focus

Number of highly satisfied customers

Ongoing

Management and CSU

Develop a Ministry service charter

Service Charter approved and disseminated

FY 2016

Management and CSU

Promote proper communication ethics

Written and well-disseminated ministry communication ethics.

Ongoing

Management and CSU

Review Report - Corporate Plan 2011- 2014

Introduction

The review for the Ministry's Corporate Plan 2011-2014 was conducted on the 11th and 12th February 2015. On the first day the team went through the four divisions achievements and later finalized the review report and matrix on the second day. Everyone was invited to participate at the exercise at the Ministry's conference room.

This report discuss the objectives of the exercise and to identify key issues from the past three years for the Management to consider for preparations of its new corporate plan for 2015 to 2018

Objectives

There were three main objectives for the review exercise

1. To collect all the necessary information from projects conducted.
2. To assist in the coordination and to draw a new corporate plan
3. To foster an environment where teamwork and capacity building is encouraged

Corporate Plan 2011-2014 Review

The matrix attached to this report is an account of the previous plan with planned activities and their progress. It was important to note minimum internal interaction between divisions such as sharing work plans and strategic direction.

Outstanding Activities

The following activities were identified as outstanding and will move to the next Corporate Plan;

1. Review of the Broadcasting Policy and the Postal Policy given the urgency to migrate from analogue to digital television.
2. The Communications and IT Sector plan to assist the Ministry, on its advisory and monitoring role on the overall progress of the sector.
3. The National Information Communications and Technology Steering Committee remains an outstanding task for the Ministry to make sure this committee provides national ICT project direction and coordination.
4. The late compilation of Annual Reports for Parliament.
5. Projects such as e-government and national portal for the new reforms in the public sector.

Lack Human Resources

Staffing continues to be an issue with the Ministry. Especially with staff that are responsible to carry out the Ministry's mandatory functions. The Ministry developed a Workforce Plan 2012-2017 with the assistance of the Public Service Commission office and it concluded that 8% of the workforce is currently preforming these roles.

New Premises

It was also important to note the change in environment in terms of office equipment and space.

1. The Ministry moved from a very old complex to a new building. This new space is located at the level 6 of the TATTE Building.
2. Later in 2013 a brand new building was constructed and officially opened for the Radio 2AP and its staff. The old building was constructed in 1948.

The face-lift to the two new offices has contributed well to the safety not only for the office records and equipment and more importantly have increased staff morale.

Conclusion

All in all, the review exercise was a success in terms of achieving its objectives, taking into account lessons learnt highlighting the ministry's strength, challenges and role in achieving the Samoa Medium Term Development Strategy for the next plan. It is understood that the Ministry together with other government ministries support achievement of the medium term and long term development strategy to continue providing government quality and affordable services for all.

Next

The following report will assist the Management and staff in compiling a new Corporate Plan for 2015-2018

Ministry of Communications and IT (MCIT)
CORPORATE PLAN 2011 – 2014
REVIEW MATRIX
14 January 2015

Exercise:

**“O LE TELE O SULU E MAUA AI FIGOTA”
“THE MORE TORCES USED THE MORE SHELLFISH FOUND”**

It is expected that the Management will approve a draft review report before the end of February 2015. The following are the MCIT staffs that have been identified for this exercise.

1. ACEO Radio Division
2. ACEO ICT Secretariat Division
3. Principal Corporate Service Unit
4. ACEO Policy Division

Below are some of the guiding questions, which facilitate discussions and lead to answers and exploring for more options.

1. WHAT ARE OUR CURRENT / FUTURE PRIORITIES?
2. WHERE WILL MCIT WANT TO BE IN THE NEXT 3 YEARS?
3. WHAT DO YOU NEED TO GET THERE?
4. HOW DO WE GET THERE?
5. HOW CAN WE RESPOND TO THE NEEDS OF OUR PARTNERS/CLIENTS?
6. HOW CAN WE IMPROVE CURRENT SYSTEMS?
7. HOW CAN WE BE EFFICIENT AND EFFECTIVE?

Lastly a matrix is provided for ease of reference. A column on status for each milestone expected to provide each division a guide on progress made thus far.

4 POLICY DEVELOPMENT DIVISION

Objective 1 To revise legal frameworks for national regulatory and policy functions to ensure quality and affordable communications are provided with standards acceptable to all Samoans.				
STRATEGY	PERFORMANCE MEASURES	TIMELINE	STATUS/PROGRESS	Review 11 Feb 2015 Notes
1. There is a need to develop a vibrant, sustainable and nationwide broadband coverage for the benefit of all Samoans	<ul style="list-style-type: none"> Develop a Broadband Policy 	First half FY 2011/2012	<ul style="list-style-type: none"> National Broadband Policy 2012 in place. Conducted and completed a National Broadband Survey to all Government agencies. 	Carry forward strategy to next CP period
2. There is a need to provide second Submarine Cable for international access	<ul style="list-style-type: none"> Reviewing existing Submarine Cable Policy Completion of 	First half FY 2011/2012 First half FY	<ul style="list-style-type: none"> There was no review of the current policy. Submarine Cable Project currently in 	Need to conduct review of the current Submarine Cable

	New Submarine Cable	2013/2014	<p>progress. This project highlights getting a new cable to stimulate a new broadband pricing scheme and access to Internet.</p>	Access Policy
<p>3. There is a need to establish supporting legislations to the Telecommunications Act 2005</p>	<ul style="list-style-type: none"> • Complete Anti-Spam Bill 2008 • Passed by Parliament • Stakeholder / service providers consultation 	<p>First half FY 2011/2012</p> <p>Second half FY 2012/2013</p> <p>First half FY 2012/2013</p>	<ul style="list-style-type: none"> • There was no approval of the Anti-SPAM bill. • SPAM policy and other cyber crimes were included in the Crime Act 2013. • Chaired a session on APT meeting on Cyber Security Meeting Sessions 	<p>To conduct a review on the relevant Act</p> <p>To develop a Cyber Security Policy</p>

	<ul style="list-style-type: none"> Public consultation 		<ul style="list-style-type: none"> Conducted a survey to all 460 primary students from all 30 different schools around Samoa 	
<p>4. There is a need to integrate all communications sector policies after review of existing policies</p>	<ul style="list-style-type: none"> Complete a National Communications Sector Policy Document Email and Internet policy 	First half FY 2012/2013	<ul style="list-style-type: none"> Review of the current policy leads to the integration of social networking component to existing policy. Developed a National Policy 2012 - 2017 Survey conducted on crowdsourcing and technologies needed by the people during disasters 	Carry forward strategy to next CP period
<p>5. Public and</p>	<ul style="list-style-type: none"> Complete 		<ul style="list-style-type: none"> Have not completed 	To

<p>Stakeholder consultation and review</p>	<p>National Postal Services Policy, Services Act 2010</p> <ul style="list-style-type: none"> • Stakeholder / service providers consultation • Public consultation • Review 	<p>First half FY 2011/2012</p> <p>Second half FY 2011/2012</p> <p>First half FY 2013/2014</p>	<p>any of the review with regards to postal services policy.</p>	<p>conduct a review of the Broadcast Policy.</p>
<p>6. Public and Stakeholder consultation and review</p>	<ul style="list-style-type: none"> • Broadcasting Act 2010 • Stakeholder / service providers consultation • Public consultation 	<p>First half FY 2011/2012</p> <p>Second half FY 2011/2012</p>	<ul style="list-style-type: none"> • A roadmap for the migration from Digital to Analogue is completed • There is a need for an Action Plan and 	<p>To conduct a review of the Act and Policy</p>

	<ul style="list-style-type: none"> Review 	<p>First half FY 2013/2014</p>	<p>approval of a National Roadmap Team to drive and implement the plan. A technical solution is needed to determine the costing for the upgrade and what each suppliers and government can offer for this project.</p> <ul style="list-style-type: none"> There is a need to review the Policy. 	
<p>Objective 2 To ensure that the quality and availability of service delivery in the Communication Sector is maintained.</p>				
<p>1. There is a need to facilitate the establishment of new</p>	<ul style="list-style-type: none"> Complete a survey for the need of new services via 	<p>End of FY 2011/2014</p>	<ul style="list-style-type: none"> On going participation to the SNBH Steering Committee 	<p>Carry forward strategy to next CP period</p>

<p>communication services</p>	<p>consultations with all stakeholders</p> <ul style="list-style-type: none"> • Progress report 		<ul style="list-style-type: none"> • Completed all preparations for the SIDS conference held in Apia on September 2014. • Completed all preparations for all the Tuna Commission conference held in Apia on December 2014. 	
<p>2. To promote ongoing development of human resources in the communications sector</p>	<ul style="list-style-type: none"> • Availability of six (6) training and development opportunities for the communications sector • Provide training 	<p>Each FY</p>	<ul style="list-style-type: none"> • On going training schemes provided by ITU and APT • Awareness programs on Cyber security and other areas such as E-waste and Digital TV • Develop a Workforce plan for the Ministry 	<p>Carry forward to next CP period</p>

	report		to identify staff needs in terms of capacity building with the intention of moving towards sector.	
3. To develop a Communication Sector Plan	<ul style="list-style-type: none"> Develop Communication Sector Plan 	First half FY 2011/2012	<ul style="list-style-type: none"> Yet to finalize the communications sector plan National Policy 2012-2017 is completed 	<p>Review Sector Plan in the next CP period</p> <p>Share this with the ICT Secretariat Division</p>

5 ICT SECRETARIAT DIVISION

Objective 1			
To develop affordable and secure information and communication technologies (ICT) in Samoa			
STRATEGY	PERFORMANCE MEASURES	TIMELINE	STATUS/PROGRESS
			Review 11 Feb 2015

<p>1. There is a need for government agencies and relevant stakeholders to share information in an efficient and effective manner</p>	<ul style="list-style-type: none"> To have an online system for government Portal E-Government 	<p>First half FY 2011/2012</p> <p>2011/2014</p>	<ul style="list-style-type: none"> Portal applications is on hold awaiting new direction E-government strategy is pending awaiting new direction 	<p>Portal application configuration or solution that was developed is not practical.</p> <p>Need to look at a different CMS solution with more automation functions</p> <p>E-government strategy is pending awaiting new direction presented in the next Corporate Plan</p>
<p>Objective 2 To facilitate relevant ICT policies for the Government</p>				
<p>1. There is a need to</p>	<p>Existing tele-centers to operate independently, and more tele-centers to be</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> Conduct schedule visitations to all 	<p>Move objective to Policy Division and reward</p>

<p>expand and assist the rural connectivity program</p>	<p>established in other districts</p> <ul style="list-style-type: none"> • Secure donor funding • Provide training • Advisory / technical support 		<p>Feso’otai around Samoa and provide report to IT Manager upon return</p> <ul style="list-style-type: none"> • Devise documentations and guidelines for new centers and hands on trainings • Provide monthly report of statistics of center’s equipment for assistance 	<p>strategy to incorporate NICT activities</p>
<p>2. There is a need to research best practices in ICT</p>	<p>ITU / APT / SPC / PITA</p> <ul style="list-style-type: none"> • Meetings/workshops/ trainings 	<p>2011/2014</p>	<ul style="list-style-type: none"> • On going improvement for Feso’otai Centers 	<p>Carry forward to next CP period</p>
<p>Objective 3 To provide reliable ICT services for MCIT</p>				
<p>1. There is a</p>	<p>Existing computer network to</p>	<p>2011/2012</p>	<ul style="list-style-type: none"> • Ongoing – Regular 	<p>Ongoing and</p>

<p>need to upgrade the network</p>	<p>be re-developed according to accepted standards</p>		<p>network maintenance are completed and accepted</p> <ul style="list-style-type: none"> • Ongoing and regular updates to the MCIT website in collaboration with website committee 	<p>regular updates to the MCIT website in collaboration with website committee</p> <p>Prioritize streaming for radio 2AP and regular updating of website in the next CP period</p> <p>Put all relevant documentation online</p> <p>For the next CP ongoing network maintenance</p> <p>Digitizing radio 2AP archive</p>
---	--	--	---	--

				Investigate proper use of social media
<p>2. To provide technical support and service to all divisions</p>	<p>Response times to request as follows: Urgent: immediately Normal: within 1 hour Non-urgent: within 24 hours</p>	2011/2014	<ul style="list-style-type: none"> Ongoing provision of IT assistance where necessary to MCIT staffs Ongoing provision of IT services to office of the Minister and Associate Minister 	<p>Carry forward to next CP period</p> <p>Incorporate another objective Green ICT/E-waste</p>

6 NATIONAL RADIO 2AP

<p>Objective 1 To inform all people residing in Samoa of natural disasters and emergencies</p>				
<p>STRATEGY</p>	<p>PERFORMANCE MEASURES</p>	<p>TIMELINE</p>	<p>STATUS/PROGRESS</p>	<p>Review 11 Feb 2015</p>
<p>1. There is a need for public awareness of</p>	<p>Live and pre-recorded broadcast of all programs on</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> Evans Cyclone Recovery Efforts Wilma Cyclone Recovery 	<p>Carry forward to next CP period</p>

<p>Natural Disasters and Emergencies</p>	<p>awareness, training workshops, drills, update reports before and during natural disasters</p>		<p>Efforts</p> <ul style="list-style-type: none"> • Bad weather ongoing awareness efforts especially the cyclone seasons from Nov – April every year 	
<p>2. To build a strong network with all organizations and stakeholders on Natural Disasters</p>	<p>Effective response, communication and broadcasting</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> • Ongoing participation to MNRE awareness and training programs • Carry forward to next CP period • Change strategy to reflect DAC instead of MNRE 	<p>Carry forward to next CP period</p> <p>Change strategy to reflect DAC instead of MNRE</p>
<p>Objective 2 To continue promoting the National Radio 2AP, “The Voice of the Nation, and as the vehicle for relevant Samoan tradition and culture</p>				
<p>1. There is a need to continue branding plan in place, to</p>	<p>Public satisfaction on an educational, entertaining and informative public</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> • 2AP Samoan Song Competition 2012 for the 50th Independence Anniversary with the 	<p>Carry forward to next CP period</p>

<p>differentiate the public radio service from private radio media in Samoa</p>	<p>radio service that focuses on cultural, national building and economic development</p>		<p>theme of Samoa's 50th Anniversary of Independence.</p> <ul style="list-style-type: none"> 2013 song completion with the theme of Family is the place for peace. 	
<p>Objective 3 To create programs towards promoting awareness and development of social and economic sector policies and community services</p>				
<p>1. There is a need to devise a programming plan that incorporates social and economic sector developments.</p>	<p>Public awareness on private, business and government services</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> 1095 days of continuous programs on social and economic developments. News being repeated every day. 	<p>Overseas links with community radio Samoa (NZ, Aust) Programs from MOH, MNRE, MoP, MAF, STA, LTA and all government agencies</p>
<p>Objective 4 To continue providing quality Radio services also to recover cost from the provision of the said radio services</p>				
<p>1. There is a need</p>	<p>Government</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> Device mechanism with the 	<p>Carry forward to</p>

to recover funds utilized in the provision of public radio services	Ministries, Corporations and the business community using Radio 2AP		new Revenue boards policies for government agencies to commit for recovery efforts. Such as NRT Framework	next CP period
<p>2. There is a need to ensure the smooth operation and coordination of all sections</p>	<p>Timely and accurate provision of entertaining, educational and informative on-air radio service</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> • Work Plan from each section to be submitted to ACEO and regular updates of their progress • Ongoing meetings as schedule and MUST ATTEND by all staff members (2AP) 	<p>Carry forward to next CP period</p>
<p>3. To ensure regular maintenance of transmission equipment / studio facilities and standby</p>	<p>Well maintained equipment and facilities Good coverage nationwide</p>	<p>2011/2014</p>	<ul style="list-style-type: none"> • Regular upgrade annually to the 2AP mast, generator and standby facilities • Attempt to faults from power fluctuations and natural disasters 	<p>Carry forward to next CP period</p>

<p>power</p>	<p>Upgrade station facilities</p>	<p>2011/2012</p>	<ul style="list-style-type: none"> • Open new building for the 2AP Radio station on 19 December 2013. • Improve internet access to all the staffs and links outside for international communications • Upgrade of the fence to provide maximum security for the all the Ministries assets. • Upgrade links from the 2AP site to the main office at TATTE for ease of communications between the two offices • Upgrade all the water facilities for new station • Upgrade parking for staffs 	<p>Carry forward to next CP period move relevant strategies to CSU</p>
<p>4. To ensure regular maintenance of office building equipment</p>				

				and more secure location for staff from flooding and natural disasters. <ul style="list-style-type: none"> • Upgrade new room to record songs and other online services 	
Objective 5 To build a new radio office station (second station) at Nuuk					
1. There is a need to have a second radio station away from the coastal area	New station operational	2011/2012		<ul style="list-style-type: none"> • A place has already been identified and needs to make a formal request to the Land Board for permission. This place is located at Nuuk. 	Carry forward to next CP period

7 CORPORATE SERVICES

Objective 1

To develop and maintain a skilled and knowledgeable workforce to effectively and efficiently carry out the Ministry's responsibilities to the Communication sector

STRATEGY	PERFORMANCE MEASURES	TIMELINE	STATUS/PROGRESS	Review 11 Feb 2015
1. There is a need	Quality of training and	2011/2014	<ul style="list-style-type: none"> • Ongoing induction new 	Carry forward to

<p>to develop and implement a human resource development (HRD) plan to meet competencies and performance needs of the workforce</p>	<p>development programs</p> <ul style="list-style-type: none"> • Relevance to needs identified • Availability and accessibility • Timeliness 		<p>Staffs and internal training for existing staff</p>	<p>next CP</p>
<p>2. There is a need to develop and implement a performance management system (PMS) for recognizing and encouraging performance</p>	<p>Quality of performance management system</p> <ul style="list-style-type: none"> • Appropriate to needs • Timeliness 	<p>2011/2014</p>	<ul style="list-style-type: none"> • Need to conduct more performance appraisal for staffs • Need to revise and realign all staffs JDs • Adoption of the new PMS system 	<p>Carry forward same strategy and prioritize debt collection roles in the next CP</p> <p>Follow up workforce plan with PSC in the next CP. Staffing</p>

				is a critical issues with the current CP.
<p>3. To strengthen financial operations within the Ministry to achieve effective and efficient monitoring and utilization of funds</p>	<p>Quality of Financial Monitoring</p> <ul style="list-style-type: none"> • Availability and accessibility • Timeliness 	<p>2011/2014</p>	<ul style="list-style-type: none"> • 3 budget and supplementary preparations • Ongoing administration and HR preparations 	<p>Carry forward to next CP</p> <p>Develop a new strategy to reflect the production and compilation of MCIT Reports and Plans under CSU</p>

MALO LE GALULUE!!